



## Job Description

<b>Job Title:</b>	Administrative Assistant
<b>Location:</b>	Endoscopy Unit
<b>Division:</b>	Surgery, Anaesthetics & Specialist Services Directorate, Scheduled Care Division
<b>Grade:</b>	Administration Assistant / Band 2
<b>Responsible To:</b>	Endoscopy Manager

### Job Purpose

To provide a full range of administrative duties within the Endoscopy Central Booking office whilst exercising discretion and showing adaptability and flexibility at all times.

You will be supporting the booking of all appointments within the Endoscopy Unit for patients requiring procedures.

### Main Duties

1. To support the whole team including Departmental Managers and clinical staff with all aspects of administration tasks
2. Make best use of the Hospital Patient Administration System to maintain accurate appointments, waiting lists and admissions including patient demographic details.
3. Liaise with other staff, Hospitals, Patients, Government departments and General Practitioners.
4. Book new appointments and ensure all cancellation spaces are filled.
5. Assist and support the AO in the checking of waiting and surveillance lists.
6. Liaise directly with Consultants regarding Waiting Lists.
7. Deputise in the absence of the Administrative Officer.
8. Work in an organised and structured way, prioritising and focusing on key tasks and paying close attention to detail.



9. Answer telephones and respond to queries face to face, within remit, from patients, nursing staff, doctors, clinical secretaries, GP surgeries etc. or pass calls to appropriate member of staff.
10. Any other duties as required/requested that's appropriate to the AA grade

### **Knowledge and Skills**

- Basic keyboard and clerical skills
- Communication and inter-personal skills
- Organisational skills
- Tact and confidence in dealing with all levels of people

### **Job Competencies**

Leading and Working Together	Level A
Communicating and Influencing	Level A
Achieving Results	Level A
Delivering a Quality Service	Level A
Changing and Learning	Level A
Showing Commitment and Resilience	Level A

### **Review**

The post holder is expected to be flexible and be prepared to carry out any similar or related tasks that do not fall within the duties outlined. The job description is intended to be flexible and may be reviewed from time to time in consultation with the post holder.

### **Confidentiality**

All staff are requested to respect confidentiality of all matters they may learn relating to their employment, other member of staff and to the general public. All staff are expected also to respect the requirements of the Data Protection, FOI and SAR legislation.

### **Health & Safety**

It is the duty of every employee to take reasonable care for the Health & Safety of him/herself and others including the use of necessary devices and protective clothing and co-operate with management in meeting its responsibilities under the Health & Safety at Work Act. Any failure to take such care or any contravention of safety policy or managerial instructions in this area may result in disciplinary action being taken.

### **Management of Risk**

All employees are required to participate in the Hospital's Accident/Incident Reporting System and to comply with the Hospital's procedures and techniques for managing risks.

### **Working relationships**

The post holder is expected to maintain a good working relationship with other members of hospital staff.



**Disciplinary and Appeals Procedure**

The post holder will be subject to the Civil Service disciplinary and appeals procedure.

Signature ..... Date .....

## Person Specification

ATTRIBUTES	E -Essential D - Desirable	Method of Assessment
<p><b>Qualifications</b></p> <p>No formal qualifications are required.</p>		
<p><b>Experience</b></p> <p>Relevant experience of working within an office environment.</p> <p>Experience of working with confidential information.</p> <p>Previous experience within the health service.</p>	<p style="text-align: center;">D</p> <p style="text-align: center;">D</p> <p style="text-align: center;">D</p>	<p style="text-align: center;">CV</p> <p style="text-align: center;">CV/Interview</p> <p style="text-align: center;">CV/ Interview</p>
<p><b>Knowledge &amp; Skills</b></p> <p>Good interpersonal skills.</p> <p>Good written and oral communication skills.</p> <p>Good organisational skills.</p> <p>Must be computer literate and very competent using Microsoft Office programmes (Word, Excel and Outlook) and be able to adapt to new systems.</p> <p>Ability to work to high degree of accuracy.</p>	<p style="text-align: center;">E</p>	<p style="text-align: center;">Interview</p> <p style="text-align: center;">CV/Interview</p> <p style="text-align: center;">CV/Interview CV/Interview</p> <p style="text-align: center;">Interview</p>
<p><b>Disposition</b></p> <p>Ability to work under pressure and adapt to changing demands and circumstances.</p> <p>A concern for quality standards and accuracy of own work.</p> <p>Ability to work under own initiative and as part of a team.</p> <p>Methodical approach to work and attention to detail.</p> <p>Reliable and enthusiastic.</p>	<p style="text-align: center;">E</p> <p style="text-align: center;">E</p> <p style="text-align: center;">D</p> <p style="text-align: center;">E</p> <p style="text-align: center;">E</p>	<p style="text-align: center;">Interview</p> <p style="text-align: center;">CV/Interview</p> <p style="text-align: center;">CV/Interview</p> <p style="text-align: center;">CV/Interview CV/Interview</p>
<p><b>Circumstances/Interests</b></p> <p>Isle of Man Worker.</p> <p>Satisfactory Police Check</p>	<p style="text-align: center;">D</p> <p style="text-align: center;">E</p>	<p style="text-align: center;">Application</p> <p style="text-align: center;">Pre-employment checks</p>

